

Keeping natural gas service safe

The natural gas industry has an excellent safety record, nationally and locally, because it makes safety its top priority.

To maintain its safety record, PGW:

- Employs experienced, well-trained, competent personnel;
- Conducts systematic and vigorous, year-round main replacement and maintenance programs;
- Manages an effective and comprehensive leak detection program; and
- Responds to all odor reports and potential emergencies quickly and effectively.

You too can also help ensure safety is never compromised by reporting suspected gas theft at (215) 684-6383. Calls are confidential and important for your safety and the safety of others.

Think you smell gas? Call PGW immediately at (215) 235-1212

Natural gas has an unpleasant, rotten egg-like odor for easy detection and your safety. If you think you smell gas, leave the area immediately, then call PGW at (215) 235-1212.

Remember, if you think you smell gas, NEVER:

- Use electrical devices;
- Use an open flame, matches or lighter;
- Try to locate the source of the gas leak;
- Try to shut off any natural gas valves or appliances; or
- Re-enter the building or return to the area until a qualified utility representative says it is safe to do so.

**PGW's Emergency Hotline is available
24-hours-a-day: (215) 235-1212.**

About natural gas

Natural gas supplies nearly one-quarter of all energy used in the United States. Here in Philadelphia, more than 500,000 customers rely on PGW each day to supply the gas needed to heat their homes and businesses.

CLEAN

- Natural gas is the cleanest fossil fuel available.
- Natural Gas is today's readily available environmental energy choice. It can help address several environmental concerns, including smog, acid rain and greenhouse gas emissions.



EFFICIENT

- Our nation's distribution system is comprised of more than 2.2 million miles of underground pipes.
- PGW is responsible for managing 6,000 miles of that system, allowing for gas to be delivered *directly* to you.



RELIABLE

- Regardless of the weather, customers can depend on the delivery of natural gas.
- PGW adds another layer of reliability to its service by holding a portion of natural gas on reserve for extreme cold weather.



Take control with CRP

Need help paying your gas bill and keeping service on? Apply for PGW's Customer Responsibility Program (CRP).

With CRP, low-income residential customers are better able to manage and afford their PGW bills and maintain gas service. To see if you qualify for a discounted bill based on your household size and income, come in to any of our six Customer Service Centers, call us at (215) 235-1000, or visit us online at www.pgworks.com